**Skills:** *Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, HTML, XHTML, SQL, PHP, C/C++, Scheme, Python

*Development Applications/Frameworks*: MS Visual Studio, MS SQL Server Management Studio, ASP, .NET Framework, Tortoise SVN, GIT, Adobe Photoshop, Ektron CMS, Adobe Contribute CMS, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial Source Control Management (SCM), Visual Log Parser, Rational XDE Tester, DropBox, SparkleShare, Microsoft Office: Word, Excel, and Access

*Design/User Experience Applications/Frameworks:* Bootstrap, Balsamiq, Paint.NET, GIMP, Selenium Web Automation Tester, Violet UML, Adobe Photoshop, Adobe Dreamweaver, MS Visio, Microsoft Office Publisher

*Platforms*: Windows: 10, 8, 7, Vista, XP, 2000; Android; UNIX

**Employment**

**History:** *Application System Analysts – NAU ITS Flagstaff, AZ Feb 2014 – Present*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Receptively and effectively learn emerging software applications to develop and present robust web applications
      * Occasionally stepped into Designer role to evaluate and execute user interface components for projects
      * Collaborated with Designer team to ensure the user experience was well planned and cohesive
      * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards
      * Interviewed, trained, and mentored Apprentice Testers in testing standards, QA, and accessibility

*Computer Programmer, Assistant – Extended Campuses, NAU Flagstaff, AZ Nov 2011 – Jan 2014*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Assisted co-workers with questions, coding issues, and development processes. Including training in Ektron CMS
      * Mentored and assisted student workers about system complexities and coding standards
      * Collaborated with Designers to transition outdated web sites to responsive web sites

*Student Worker Web Programmer – Extended Campuses, NAU Flagstaff, AZ Nov 2010 – Nov 2011*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Generated reports based on web entry log files
      * Used Visio Studio to generate graphical mapping of network system
      * Designed and proposed new database scheme to integrate into existing web application

*Information Technologies Specialist – W.L. Gore & Associates, Inc. Flagstaff, AZ May 2010 – August 2010*

* + - * Learned the procedure of dispatching to and responding to automated error response system
      * Diagnosed computer issues, imaged computers, transitioned associates workstations, and assisted associates
      * Performed maintenance of electronic equipment

*Level 2-Software Engineer Co-op – IBM Tucson Tucson, AZ May 2008 – August 2008*

* + - * Diagnosed technical issues of DFSMS Partitioned Data Sets Extended (PDSE) from IBM clients
      * Learned the procedure of dispatching to a Problem Management Record, a customer submitted problem record
      * Cooperatively worked with team member to evaluate and resolve errors in department notification programs
      * Collaborated, remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC

*GUI Automation Tester Intern – IBM Tucson Tucson, AZ May 2005 – August 2005*

* + - * Ensured the GUI for a web-based server site executed flawlessly by using and testing with Rational XDE Tester
      * Supervised over colleague’s education over Java coding and Rational XDE Tester software
      * Presented Rational XDE Tester software to managers and co-workers alongside colleague

**Education:** Bachelor of Science: Computer Science – Northern Arizona University Flagstaff, AZ May 2012

**Interest:** Studying and understanding user interface principles to integrate the ideals of functionality and design. Develop and modify program applications with efficient functionality. Apply/develop program applications and web pages with aesthetic design practices. Develop marketing materials and design elements.

May 1, 2018

Director of Enterprise Information Services  
Northern Arizona University  
Flagstaff, Arizona 86011

To the Director of Enterprise Information Services:

My name is Talbert Tso; I am currently employed as an Application Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS) Business Processes and Project Management Team. I am writing to you today to express my interest in the Quality Assurance and Change Management Team Lead position. I believe that my interest in the testing phase of project development, my involvement in hiring process for the NAU EIS Application Development Team’s Apprentice Tester group, and experience working with Extended Campuses’ three developing environments makes me a preferred leader to leading and managing this team.

During my course work as a Computer Science undergraduate for NAU, one course in particular, Advance User Interface, expressed the importance to testing software applications during the development process. The professor explained that most high level business spend so much time and money in the development process that only a small percentage of the total process timeline is allocated for testing. However, it is in the testing phase that make the difference between a functional application and a used application.

In summary, I believe that my many years of experience developing for NAU have given me a proper skill set to lead a team. And my desire for clean well thought out web sites/applications will benefit NAU’s web presence.

Sincerely,

Talbert Tso

**References:** **Jason Robinson**

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